

## George Rewards Terms & Conditions

The official commencement of the George Rewards programme is 01/01/2021

Members must be individuals, and any individual participating must abide by these Terms and Conditions for their George Rewards Points to be deemed valid. Good George reserves the right to rule invalid any points that are seen to have been accumulated in a manner that they deem to be unfair, or in violation of their intended use. Points are non-transferable between participants or participating accounts.

George Rewards points can only be earned on purchases of items from the Good George online store at the following URLs:

[www.goodgeorge.co.nz](http://www.goodgeorge.co.nz)

[www.goodgeorge.kiwi.nz](http://www.goodgeorge.kiwi.nz)

### Collecting Points

Points will be recorded and displayed in members' George Rewards account and can be redeemed in the associated George Rewards page. Redeemable items and gift cards will be displayed along with the number of points it costs to redeem.

George Rewards Points can be accumulated in the following ways:

1. Through making a monetary purchase on the Good George Brewing website. These will be attributed at a base rate of 10 points for \$1.00 spent; however may increase, e.g. during certain promotions, special events or chosen periods.
2. Double points will be earned on any purchases you make on your George Rewards accounts. This means 20 points for every \$1.00 spent.
3. Referring a friend who makes a purchase using your referral code. Use the 'refer a friend' option to generate a unique code that's then given to your referee. Receive 50 points for every referee that makes a purchase.
4. Other acts in which Good George explicitly offers you an opportunity to earn points in return for liking, sharing, reviewing, or referring their services in return for points.

George Rewards balances can be checked by members upon logging in to their account.

George Rewards points can not be accumulated on purchases made using gift cards. George Rewards points and any benefits they confer, cannot be sold, transferred, assigned or otherwise used in any manner except in accordance with these Terms and Conditions, or as otherwise agreed between Good George and the member themselves. George Rewards points have no cash or monetary value, and will not be exchanged for such.

### Communication

Good George will from time to time contact you, updating you on:

- Your balance, and what you're eligible to purchase.
- Informing you of new ways in which you are able to earn points,
- Promotional periods in which you will earn a multiplied number of points per \$1.00 spent.
- Any other promotional offers.

### Points Redemption

George Rewards point members with sufficient points may use their points to redeem a reward through the Rewards page. Once a reward has been selected, and a sufficient number of points has been used to purchase this reward, the member will be presented with either the gift card code, or item they choose to redeem their points for. Gift cards can only be used online at the Good George

web store. Members must proceed through the checkout process as per normal, for the order to be processed and discount to be applied. Physical items will be processed and delivered as any other physical Good George order.

Once a reward is redeemed, it can only be cancelled, returned or exchanged at the discretion of the Good George web store manager. Damaged or defective goods may be replaced or refunded at the discretion of Good George, as per normal store policy. In most cases this will take the form of a replacement.

Members cannot claim a reward from points that have been awarded in error, and Good George reserves the right to refuse to fulfil any order in which the points used have been awarded illegitimately or unintentionally; either through error on behalf of Good George, or through illicit or dishonest behaviour on behalf of the member.

Good George reserves the right to suspend any member, or to withhold their ability to claim rewards without any notice, if the member is suspected of having gained their points in a manner that is not deemed to align with the intended use of the George Rewards points system.

#### Deduction of Points

The number of George Rewards points used in the redemption of a reward will be deducted from a member's points balance. At the time of launching; George Rewards points issued do not have a term of expiry and can be held by a member in their account indefinitely.

Good George reserves the right to change this at any time.

Points held by members at the time of this change will be able to be redeemed for a period of time after this, equivalent to the introduced expiry period, with the issue date considered to be the date in which the expiry period of points comes into effect.

Good George may also deduct points from members under the following conditions:

Any points recorded in error either through fraudulent activities; as a result of a customer partaking in an activity not explicitly stated in these Terms and Conditions to be a legitimate means of collecting points; or through means of repeatedly taking an action intended by Good George to be a 'one time means' of allowing a customer to accumulate George Rewards points); or any points relating to a transaction which is cancelled or where a refund is given; and any points issued by Good George to a customer for a specified purpose or reason which the customer then chooses not to utilise these points in the redemption of.

#### Personal Information

Any information provided by members is held by Good George for the purpose of keeping track of their account earnings, and will not be shared, passed on or used in any manner other than for the promotion and administration of the member's account.

#### General Conditions:

George Rewards points are not transferable between accounts, and Good George reserves the right to deny any request to do so unless, at their own discretion they choose to do so for a customer who has changed account details, and there is no suspicion that this was done for further accumulation of points.

George Rewards points, and any rights conferred by these, cannot be transferred, sold, assigned or otherwise dealt with, except in accordance with these Terms and Conditions, or as agreed between Good George and the relevant member at the sole discretion of Good George.

The points themselves have no monetary or cash value, and are not to be used in any capacity other than according to these Terms and Conditions.

Good George reserves the right to change these Terms and Conditions at our discretion, even where this has the effect of reducing or extinguishing the number of, value of, expiry period of any past, current, existing, or future points. In any case that the change is deemed to be significantly material, Good George will notify participating customers either through an update to these conditions on the website, or through direct communications.

Good George at any point and without any prior notice reserves the right to change:

- the rewards available for purchase with George Rewards points,
- the number of points required for the redemption of each/any reward,
- the range of items which George Rewards points are able to be collected upon purchasing,
- the rate at which George Rewards points are distributed per \$1.00 spent,

Good George reserves the right for any reason to suspend, terminate or otherwise end the program. In any such case customers will be notified via the website or direct communication, with information on how this will effect them, and what, if any value will henceforth be attributed to a members existing points.

#### Liabilities

Good George is not liable for:

any loss, theft or damage to any reward in the course of courier, post, or delivery

any reward not being available for any reason

any unexpected delays in delivery times due to inability of couriers

any change in the attribution of points that has an effect upon a members expectations of point accumulation;

the suspension and/or termination of the George Rewards points program.

#### George Rewards Tiers

Rewards tiers are reached based on members' accumulated spend on the Good George web store.

Tiers and their benefits are outlined in the George Rewards page. Good George reserves the right to change the threshold, rewards, gifts, and benefits associated with reaching these tiers.

#### Terms

In these Terms and Conditions:

"Good George" refers to 'Somerset Brewing Limited' who trade under the name Good George

"George Rewards Points" refer to the loyalty points accumulated or gifted to customers as part of the George Rewards Points Programme;

"George Rewards Points Programme" refers to the arrangement in which customers receive points by making qualifying purchases through the goodgeorge.co.nz and goodgeorge.kiwi.nz websites, or through completing other "qualifying" activities for which they are awarded points.

"Members", "participants", or "customers" refer to those taking part in the programme.

"George Rewards Points Store" refers to the online store where members can use their points to purchase rewards;

"Rewards" will sometimes take the form of a code which can be utilised on the Good George store in return for free products, vouchers, discounts or other specified benefits.

### Promotions and Competitions:

At times Good George may run promotions, in which bonus George Rewards points are applied to qualifying members, orders, products or activities. The application of these points is at the sole discretion of Good George.

Good George reserves the right to revoke any points a member has earned in a manner that they do not consider to be “in accordance” with the intentions of the promotion.

### Incorrect Information

Members of the George Rewards Programme must supply correct information when creating a members account. Good George reserves the right to deny or reverse points earned by a member who has used another individuals account, name, address or any other information in the accumulation of these points. Good George also reserves the right to notify law enforcement agencies or to pursue any remedies available in the case of improper use of the George Rewards Points programme.

For further information or to place a query, please visit the FAQs section on the George Rewards page online at [www.goodgeorge.co.nz](http://www.goodgeorge.co.nz) or email [rewards@goodgeorge.co.nz](mailto:rewards@goodgeorge.co.nz)